



## **Client Contract**

**Nathalie Knevett – MNCS (accred), Prof. Dip Psy C, Ad Dip PC, PGCE, BA(Hons)**

### **Qualifications and background**

I am a qualified counsellor having achieved a Level 3 Certificate in Counselling Skills a level 4 Diploma in Counselling Skills and Theory, an Advanced Level 4 Diploma in Psychotherapeutic Counselling, and a Level 5 Professional Diploma in Psychotherapeutic Counselling.

I am an Accredited Registrant Member (MNCP Accred.) of The National Counselling and Psychotherapy Society (NCPS) membership No: NCS16 -04095. The NCPS requires all its members to work within their ethical framework and to strive to develop and improve their skills as counsellors in order to meet the safety standards required. The NCPS is approved and regulated by the Professional Standards Authority for Health and Social Care. The NCPS's Code of Ethics is available to view on their website at: <https://ncps.com/about-us/code-of-ethics>

I have a background of working in various sectors (retail, banking, hospitality, education and healthcare) and have been studying psychology or counselling in some form for almost 20 years. I have been in private practice since October 2022. Immediately prior to this I was a Health and Well-being Coach and Counsellor for a busy Primary Care Network in Hampshire and also a voluntary counsellor role with a Cancer Charity also in Hampshire.

All the roles I've had have helped me to understand and appreciate the needs of my counselling clients.

### **How could counselling help you?**

Counselling gives you the opportunity to talk openly and honestly about the things that are worrying you in a safe and confidential way. We all struggle at times with our emotions. At these times, counselling can help to explore these issues and move forward feeling stronger and more able to be the person you really want to be.

I use an integrative counselling model, which means that although my main style of counselling is Person-Centred, I am also trained to use other methods such as Transactional Analysis, Gestalt, CBT, Psychodynamic and Psychoanalysis. This diverse approach allows me to use the tools and skills of all these models where I think they could help my clients.

The 'core conditions' of Person-Centred counselling require that counsellors are empathic, congruent and have unconditional positive regard for their clients. This means that I work in a way that is caring, honest (with both clients and myself) and non-judgemental. I treat all my clients with respect and my own personal views and opinions will have no bearing on the way that I treat you.

I will provide a safe space in which you can explore your issues and help you to recognise the obstacles in the way of you reaching your full potential. I am not here to give you the answers but to empower you to decide what is best for *you* and to help you develop a plan to achieve this.

### **Confidentiality and privacy notice**

As a counsellor, the General Data Protection Regulation (GDPR) requires that I inform my clients of the lawful basis on which I process your information. This lawful basis is Consent; I will only ever treat clients who have given their consent to engage in a therapeutic relationship with me, which will be documented in the form of the client's dated signature on a consent form.

The information collected by me from our sessions is used to help me to deliver good quality care. I am required to undertake regular supervision with a qualified counselling supervisor whose role is to ensure that I am working safely and ethically, and to help to develop my skills. My notes of our sessions will help me to discuss the kinds of issues that I have been dealing with but are brief and are read only by me; my supervisor will not be allowed to access my notes and I will not use any information in supervision that may allow them to identify you.

As the information I learn about you and the notes I take is classified as 'Special Category Data' under the GDPR, I am required to give notice of the condition on which I process those data, namely Article 9(2)(a):

"The data subject has given explicit consent to the processing of those personal data for one or more specified purposes"

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/special-category-data/>

In exceptional and rare circumstances, I may need to break confidentiality and share your personal data, for example if I am concerned that there is a significant risk of harm to you or others, but I will always try to discuss this with you first and seek your consent. However, I do not need your consent to break confidentiality if there is a court order compelling me to release information, or if I feel that it is in either yours or the public interest to break confidentiality, i.e., to speak to the police if you are missing and I believe you to be in danger. My supervisor has also been instructed by me to access my client records and contact each of my current clients if I am taken seriously ill or die whilst I still have clients on my caseload.

If I do not feel that I am the best person to help and support you, I may recommend that you self-refer to another service. If a written referral from me is required for this, I will only do so with your written consent.

I may use anonymised data to submit academic assessments to further my studies or to present evidence of my capabilities to my training provider. No personal identifiable data is used for this purpose.

All information regarding you or our sessions is held by me securely. Different information is kept for different lengths of time as detailed below;

- An electronic record of first name, surname initial (if required), session date and number and very brief content notes will be stored for 6 months.
- Text messages will be deleted weekly.
- WhatsApp messages are set to disappearing messages after 7 days.
- Any phone numbers stored in my phones contacts will be deleted once sessions cease, or if I have not heard from you for 2 months. Should you wish to contact me again via WhatsApp or text please ensure you identify yourself in the message.
- All email correspondence will be deleted after 6 months.
- Consent forms will be kept for 3 years from the cessation of therapy to comply with NCPS complaints guidance.
- An electronic record containing first name, surname initial (if required), dates of first and last session, number of sessions and date consent form signed and destroyed will be held for 6 years to comply with my insurance claim period.

### **Counselling sessions**

Each session will last for 50 minutes and we will meet on a weekly basis, except for venue closures or holiday dates (for either client or counsellor), or if we decide mutually that we can leave a longer period between sessions.

You will be expected to arrive on time for your session in order to make best use of our time. I will not be able to see you before your allocated session time, or beyond the finish time as this will impact on the sessions of other clients. You do not need to arrive more than a couple of minutes before the start of your session for in-person counselling and I will let you into online sessions or call you at the allotted start time.

Please do not attend (in-person or virtually) your session under the influence of drugs or alcohol. If you have drunk alcohol or taken drugs prior to our session, it will make the therapeutic process more difficult, and you may be asked to leave and come back at your next allotted session. If this becomes a problem, I may ask that you seek help from a specialist service where necessary and end our sessions altogether.

Standard session cost is £50, which is payable by bank transfer at least 24 hours before the session. Bank transfer is preferred, however, if you attend sessions in-person and need to pay by cash please let me know. If you choose to utilise the pay what you can option, the agreed fee will still need to be paid within this time frame.

If you are unable to attend, please contact me via email ([Info@nk-counselling.co.uk](mailto:Info@nk-counselling.co.uk)) or by text or phone (07359381874) at least 24 hours before the start of your appointment. Less than 24 hours' notice of cancellation will mean that your session will still be charged in full. If you know in advance that you will be unable to attend a future date, please discuss this with me in our sessions.

If you miss multiple sessions and are unable to commit to your appointments, your place may be offered to someone else. There are often several people waiting to start sessions and, therefore, I am unable to keep your place open if you don't keep your appointments.

If you contact me by phone, I may not always be able to answer, for example if I am with another client; please leave an answerphone message and I will get back to you. I will endeavour to answer calls, texts and emails within 24 hours. I will let

you know beforehand if I am going to be on holiday and less likely to be able to get back to you quickly, however, I will still aim to get back to you as quickly as possible.

I work with clients aged over 18 on a one to one basis.

**Ending our sessions**

On the whole, our sessions will come to an end by mutual agreement. There is no maximum number of sessions you can have with me and we will assess together as we go how many more you would like to attend, or feel you need. If either of us feel that we should end the therapeutic relationship earlier than planned, for whatever reason, then we can discuss this together to find the best way forward.

**Complaints**

Should you feel it necessary to make a complaint about the services you have received from me, please let me know so that I can try to resolve the issue. However, if you are uncomfortable approaching me with your complaint, or you do not feel that I have addressed your issues sufficiently, then please contact The National Counselling Society. Their complaints procedure is available on their website; <https://ncps.com/complaints>